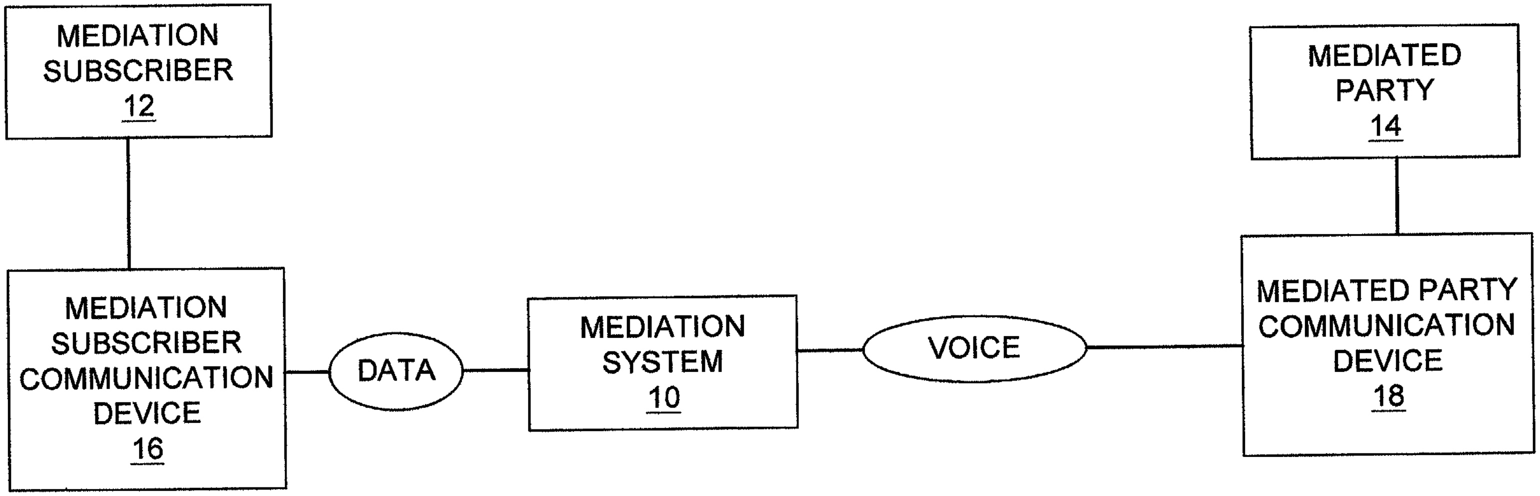
MEDIATION SUBSCRIBER
12
MEDIATION SUBSCRIBER COMMUNICATION DEVICE
16
DATA
MEDIATION SYSTEM
10
VOICE
MEDIATED PARTY
14
MEDIATED PARTY COMMUNICATION DEVICE
18

FIGURE 1

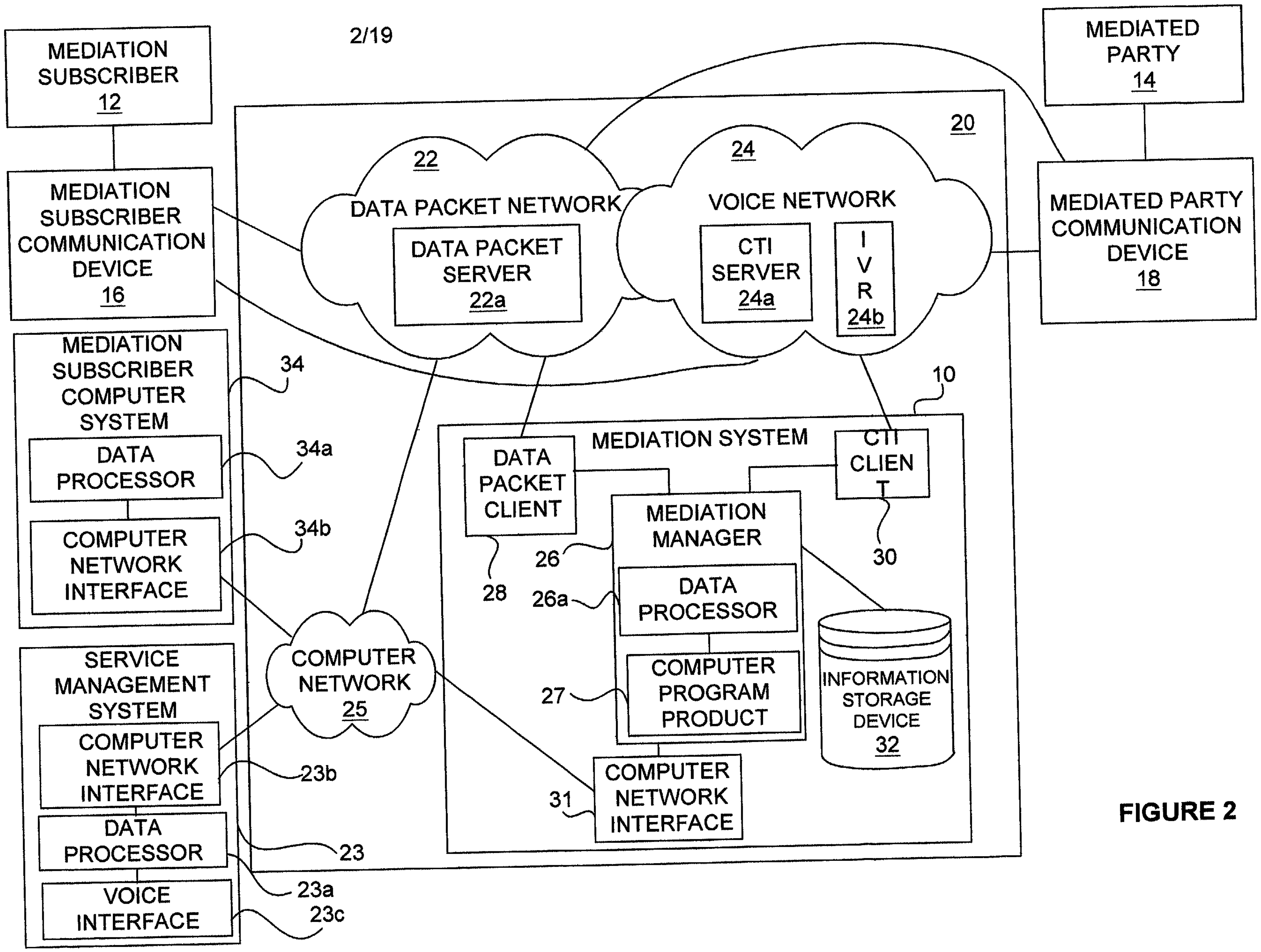
MEDIATION SUBSCRIBER 12
MEDIATION SUBSCRIBER COMMUNICATION DEVICE 16
MEDIATION SUBSCRIBER COMPUTER SYSTEM
DATA PROCESSOR
COMPUTER NETWORK INTERFACE
34
34a
34b
SERVICE MANAGEMENT SYSTEM
COMPUTER NETWORK INTERFACE
DATA PROCESSOR
VOICE INTERFACE
23b
23
23a
23c
22
DATA PACKET NETWORK
DATA PACKET SERVER 22a
24
VOICE NETWORK
CTI SERVER 24a
I V R 24b
20
COMPUTER NETWORK 25
10
MEDIATION SYSTEM
DATA PACKET CLIENT
28
CTI CLIEN T
30
MEDIATION MANAGER
26
DATA PROCESSOR
26a
COMPUTER PROGRAM PRODUCT
27
INFORMATION STORAGE DEVICE 32
COMPUTER NETWORK INTERFACE
31
MEDIATED PARTY 14
MEDIATED PARTY COMMUNICATION DEVICE 18

FIGURE 2

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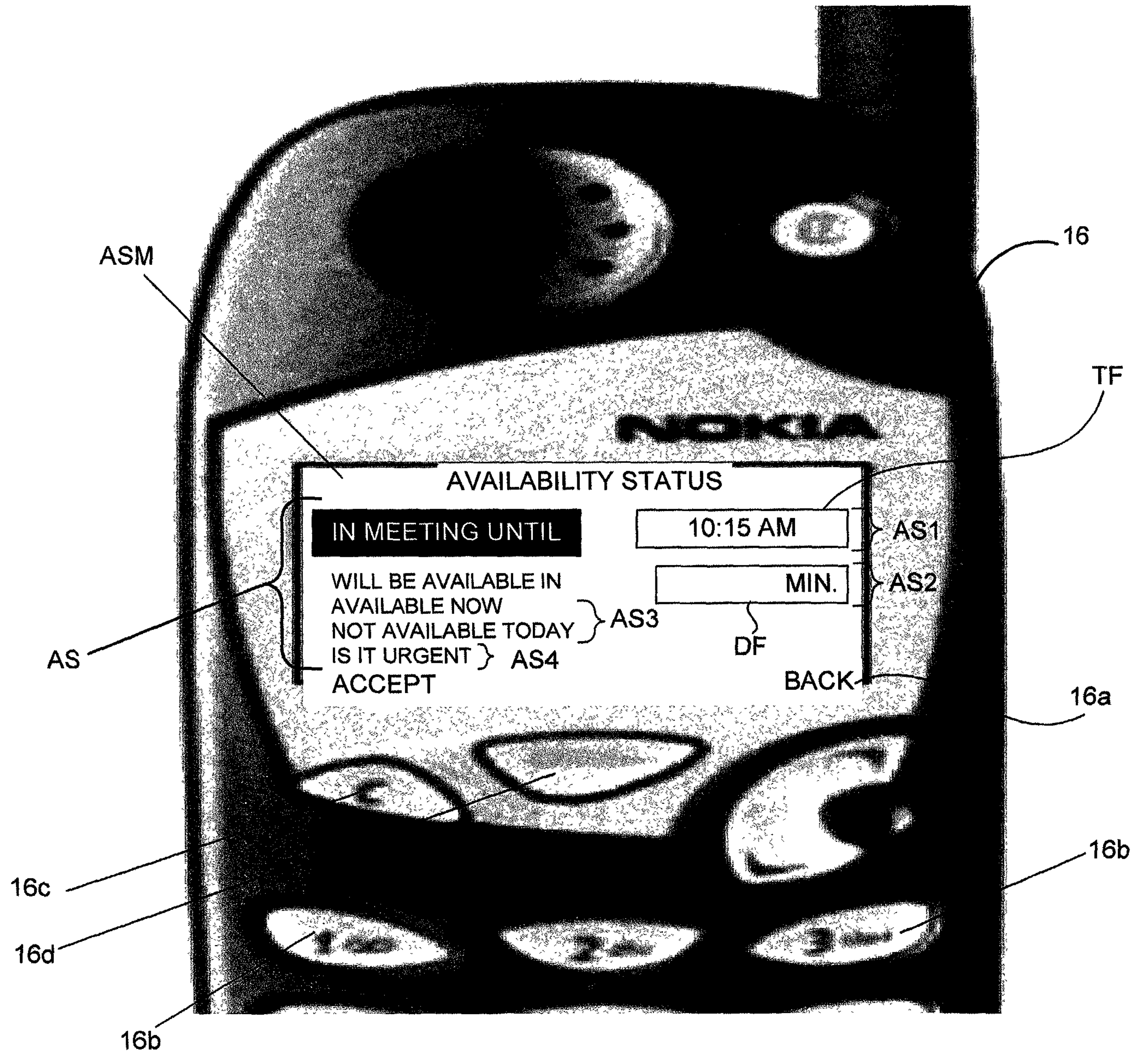
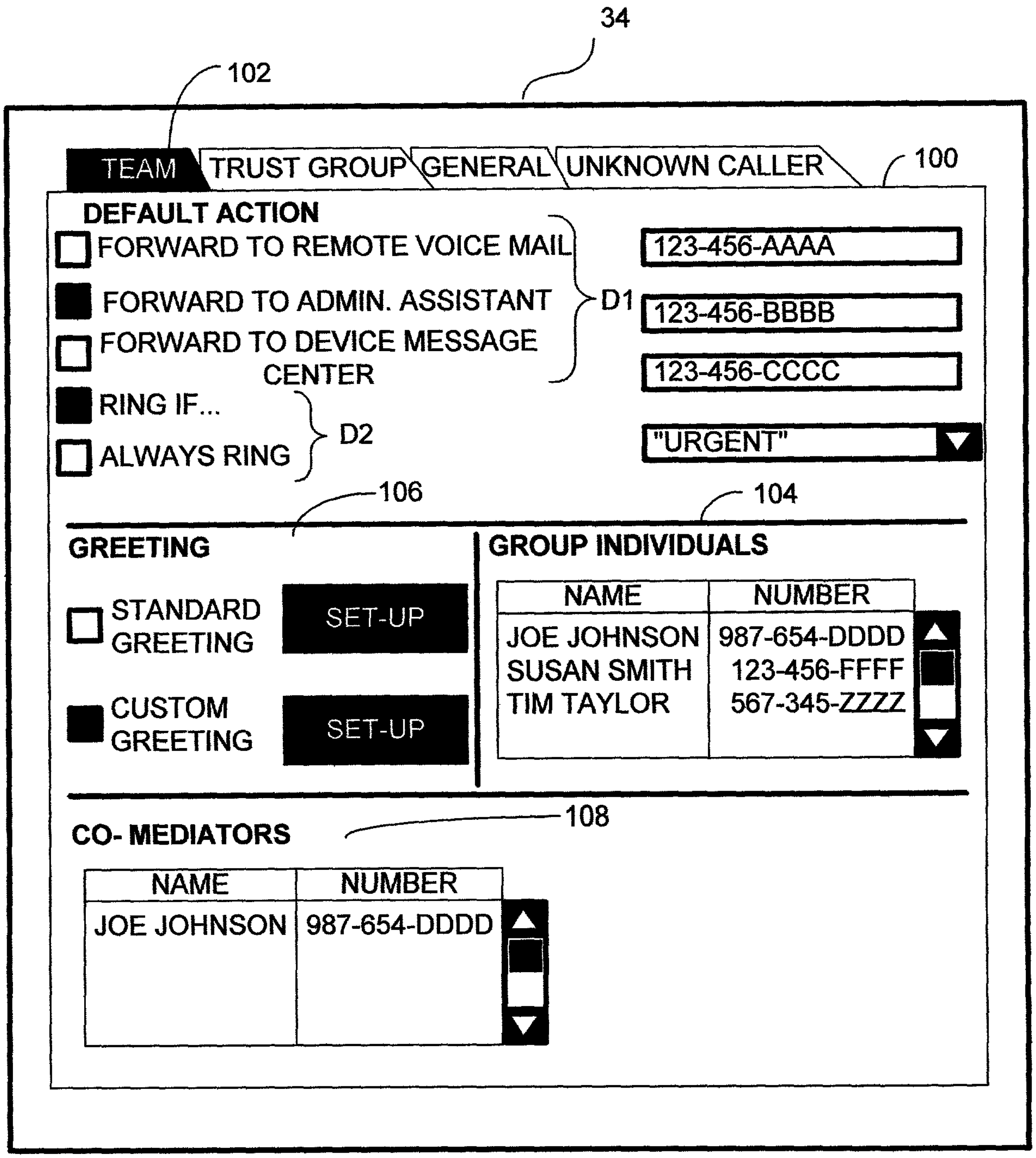

ASM
AVAILABILITY STATUS
IN MEETING UNTIL
10:15 AM
WILL BE AVAILABLE IN
MIN.
AVAILABLE NOW
NOT AVAILABLE TODAY
IS IT URGENT
ACCEPT
BACK
AS
AS1
AS2
AS3
AS4
DF
TF
16
16a
16b
16c
16d
16b
NOKIA

FIGURE 3


34
102
100
TEAM
TRUST GROUP
GENERAL
UNKNOWN CALLER
D1
D2
106
104
SET-UP
SET-UP
108

DEFAULT ACTION

☐ FORWARD TO REMOTE VOICE MAIL — 123-456-AAAA

■ FORWARD TO ADMIN. ASSISTANT — 123-456-BBBB

☐ FORWARD TO DEVICE MESSAGE CENTER — 123-456-CCCC

■ RING IF... — "URGENT" ▼

☐ ALWAYS RING

GREETING

☐ STANDARD GREETING

■ CUSTOM GREETING

GROUP INDIVIDUALS

NAME	NUMBER
JOE JOHNSON	987-654-DDDD
SUSAN SMITH	123-456-FFFF
TIM TAYLOR	567-345-ZZZZ

CO- MEDIATORS

NAME	NUMBER
JOE JOHNSON	987-654-DDDD

FIGURE 4

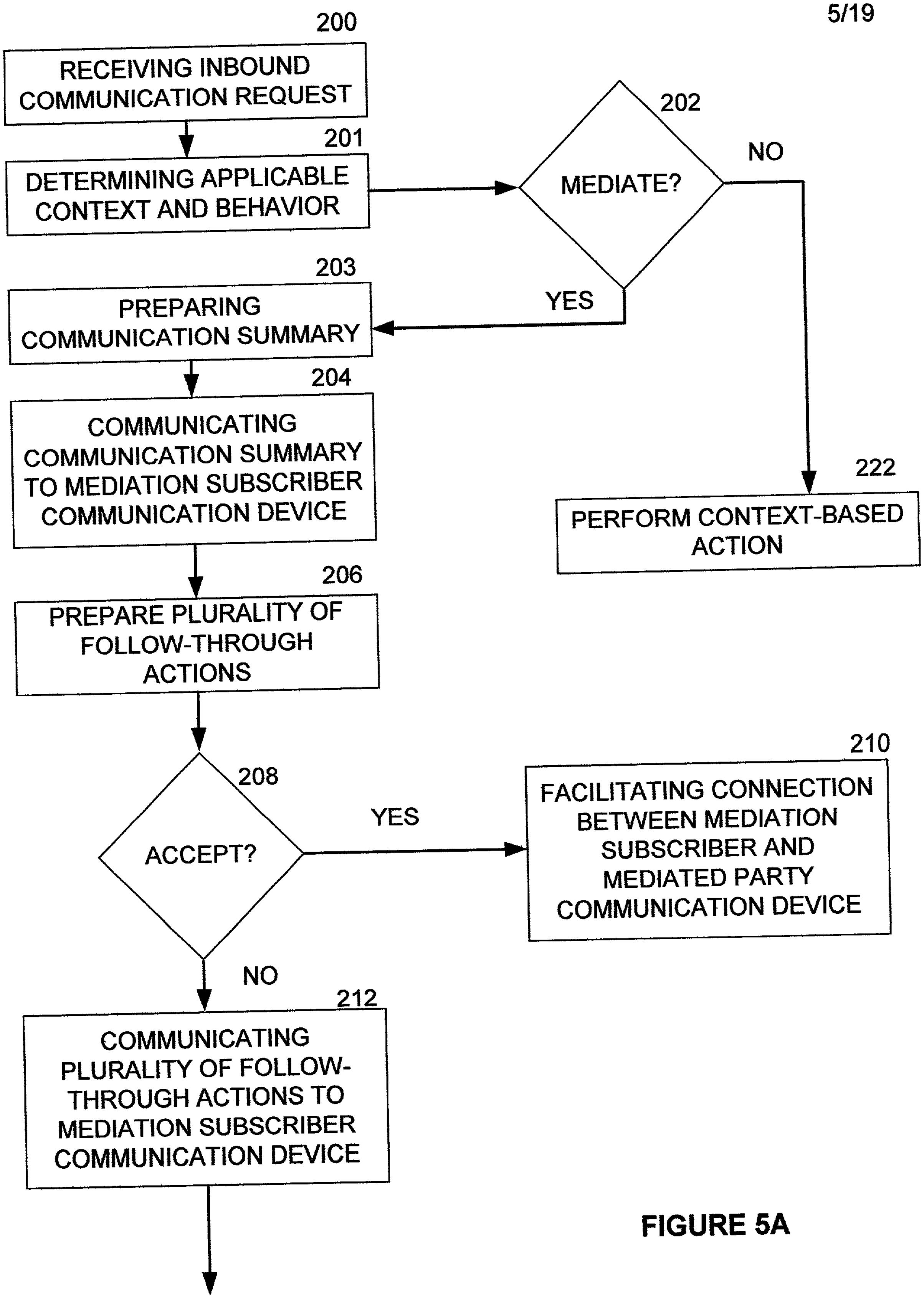

200
RECEIVING INBOUND COMMUNICATION REQUEST
201
DETERMINING APPLICABLE CONTEXT AND BEHAVIOR
202
MEDIATE?
NO
YES
203
PREPARING COMMUNICATION SUMMARY
204
COMMUNICATING COMMUNICATION SUMMARY TO MEDIATION SUBSCRIBER COMMUNICATION DEVICE
222
PERFORM CONTEXT-BASED ACTION
206
PREPARE PLURALITY OF FOLLOW-THROUGH ACTIONS
210
208
ACCEPT?
YES
FACILITATING CONNECTION BETWEEN MEDIATION SUBSCRIBER AND MEDIATED PARTY COMMUNICATION DEVICE
NO
212
COMMUNICATING PLURALITY OF FOLLOW-THROUGH ACTIONS TO MEDIATION SUBSCRIBER COMMUNICATION DEVICE

FIGURE 5A

(CONTINUE TO NEXT PAGE)

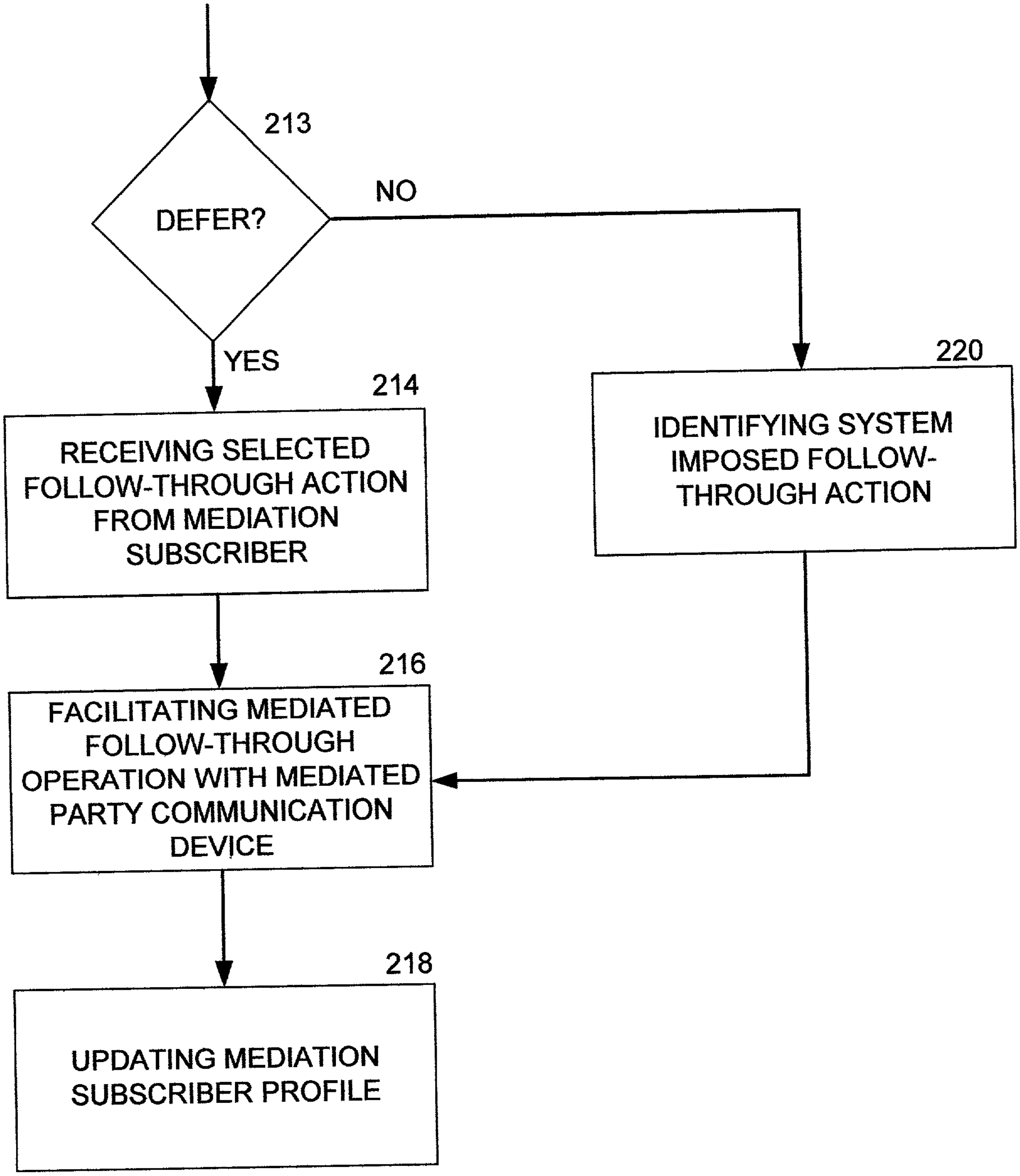

213
DEFER?
NO
YES
214
RECEIVING SELECTED FOLLOW-THROUGH ACTION FROM MEDIATION SUBSCRIBER
220
IDENTIFYING SYSTEM IMPOSED FOLLOW-THROUGH ACTION
216
FACILITATING MEDIATED FOLLOW-THROUGH OPERATION WITH MEDIATED PARTY COMMUNICATION DEVICE
218
UPDATING MEDIATION SUBSCRIBER PROFILE

FIGURE 5B

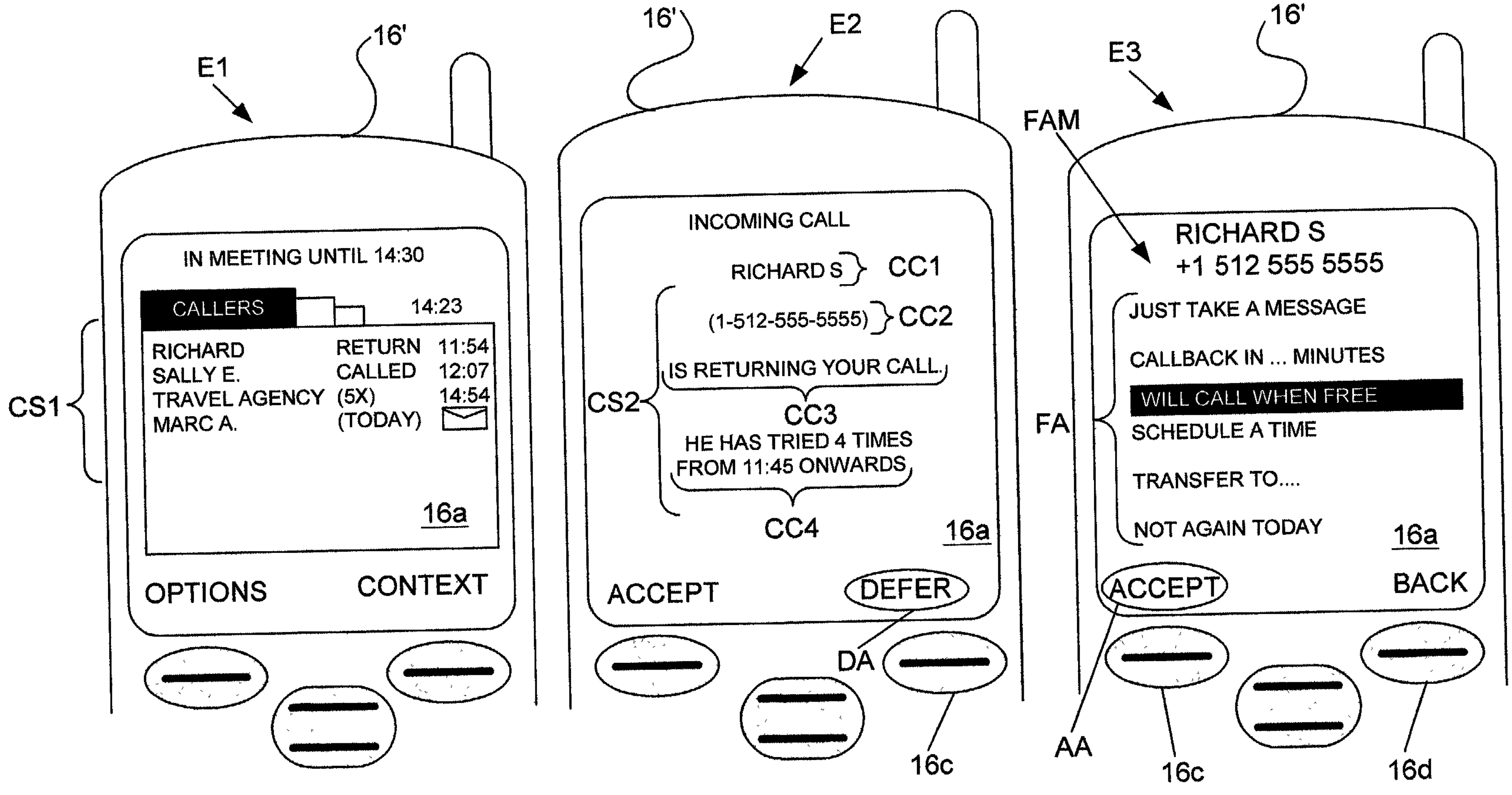

E1
16'
CS1
IN MEETING UNTIL 14:30
CALLERS
14:23
RICHARD
SALLY E.
TRAVEL AGENCY
MARC A.
RETURN
CALLED
(5X)
(TODAY)
11:54
12:07
14:54
16a
OPTIONS
CONTEXT
16'
E2
INCOMING CALL
RICHARD S
CC1
(1-512-555-5555)
CC2
IS RETURNING YOUR CALL.
CC3
HE HAS TRIED 4 TIMES
FROM 11:45 ONWARDS
CC4
CS2
16a
ACCEPT
DEFER
DA
16c
E3
16'
FAM
FA
RICHARD S
+1 512 555 5555
JUST TAKE A MESSAGE
CALLBACK IN ... MINUTES
WILL CALL WHEN FREE
SCHEDULE A TIME
TRANSFER TO....
NOT AGAIN TODAY
16a
ACCEPT
BACK
AA
16c
16d

FIGURE 6

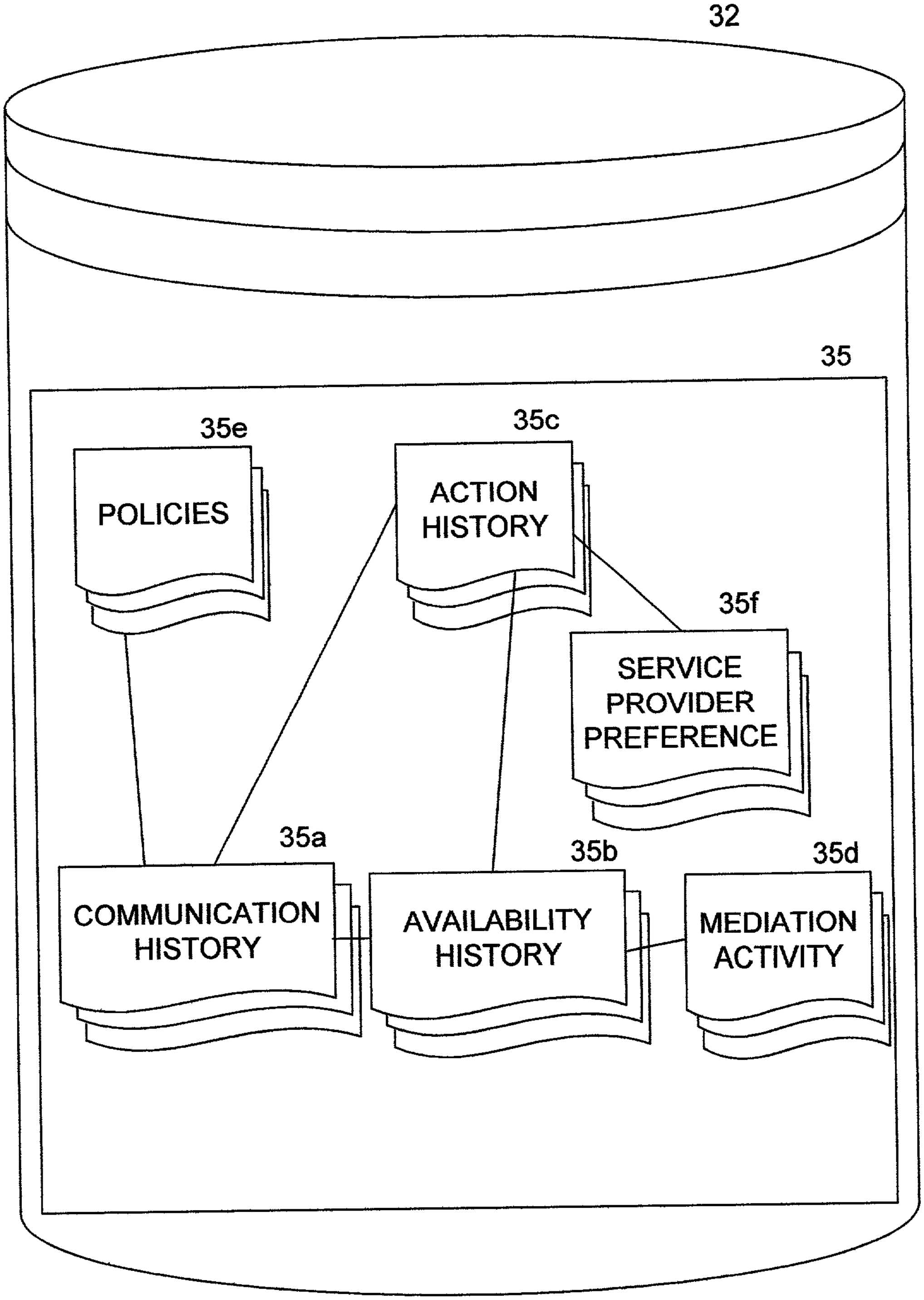

32
35
35e
POLICIES
35c
ACTION HISTORY
35f
SERVICE PROVIDER PREFERENCE
35a
COMMUNICATION HISTORY
35b
AVAILABILITY HISTORY
35d
MEDIATION ACTIVITY

FIGURE 7

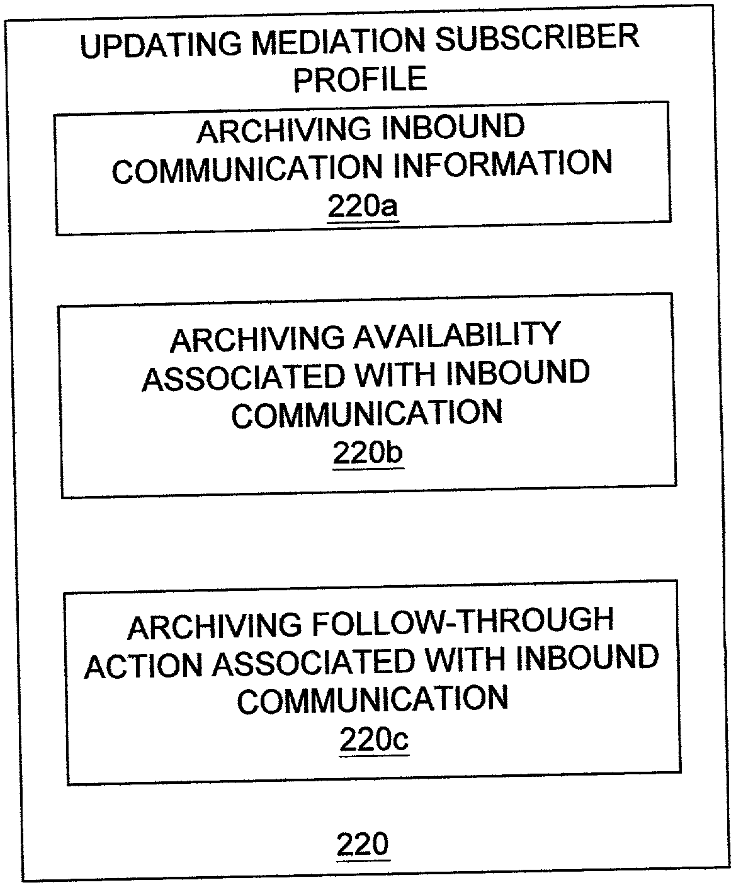

UPDATING MEDIATION SUBSCRIBER PROFILE
ARCHIVING INBOUND COMMUNICATION INFORMATION
220a
ARCHIVING AVAILABILITY ASSOCIATED WITH INBOUND COMMUNICATION
220b
ARCHIVING FOLLOW-THROUGH ACTION ASSOCIATED WITH INBOUND COMMUNICATION
220c
220

FIGURE 8

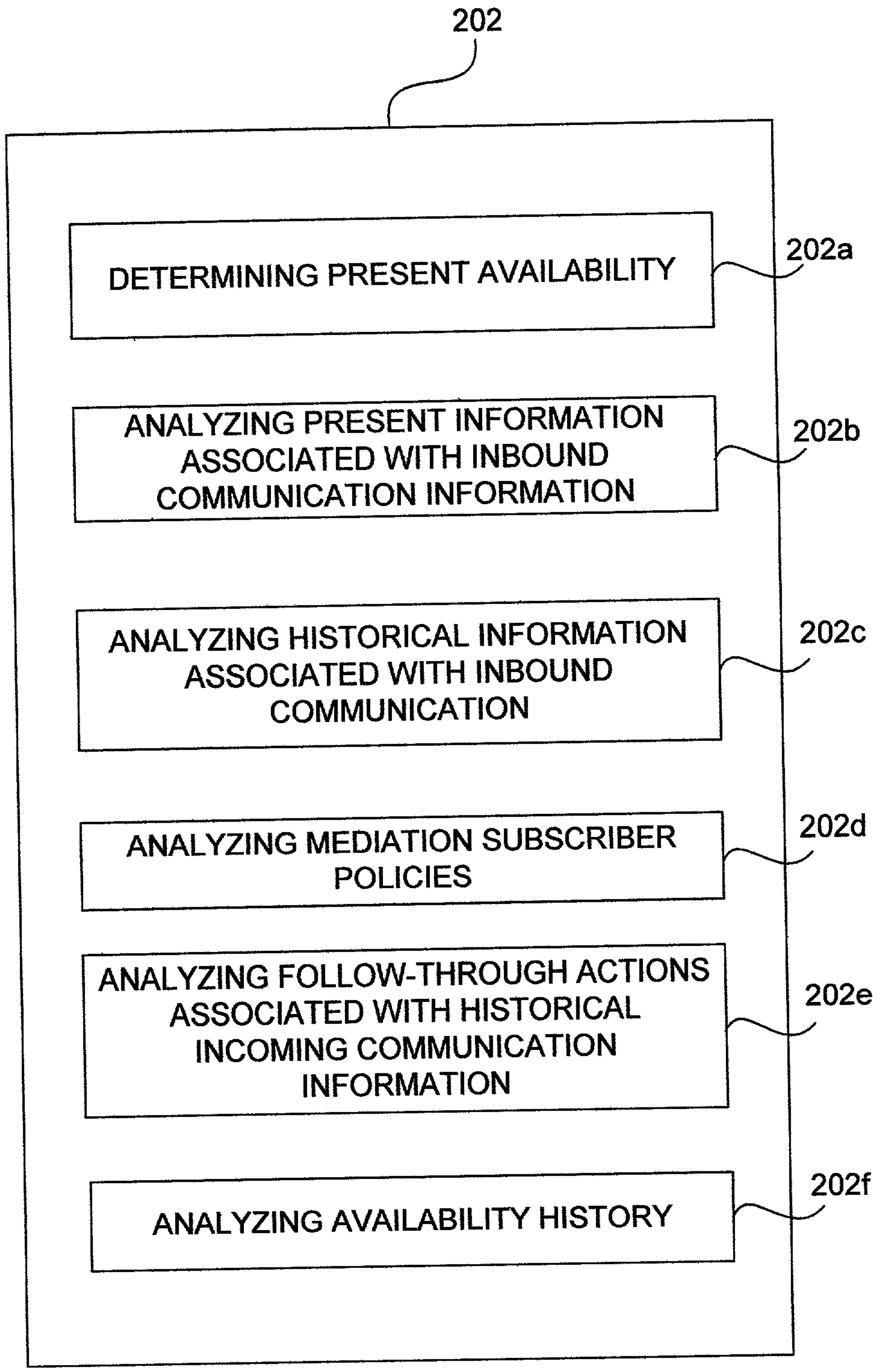
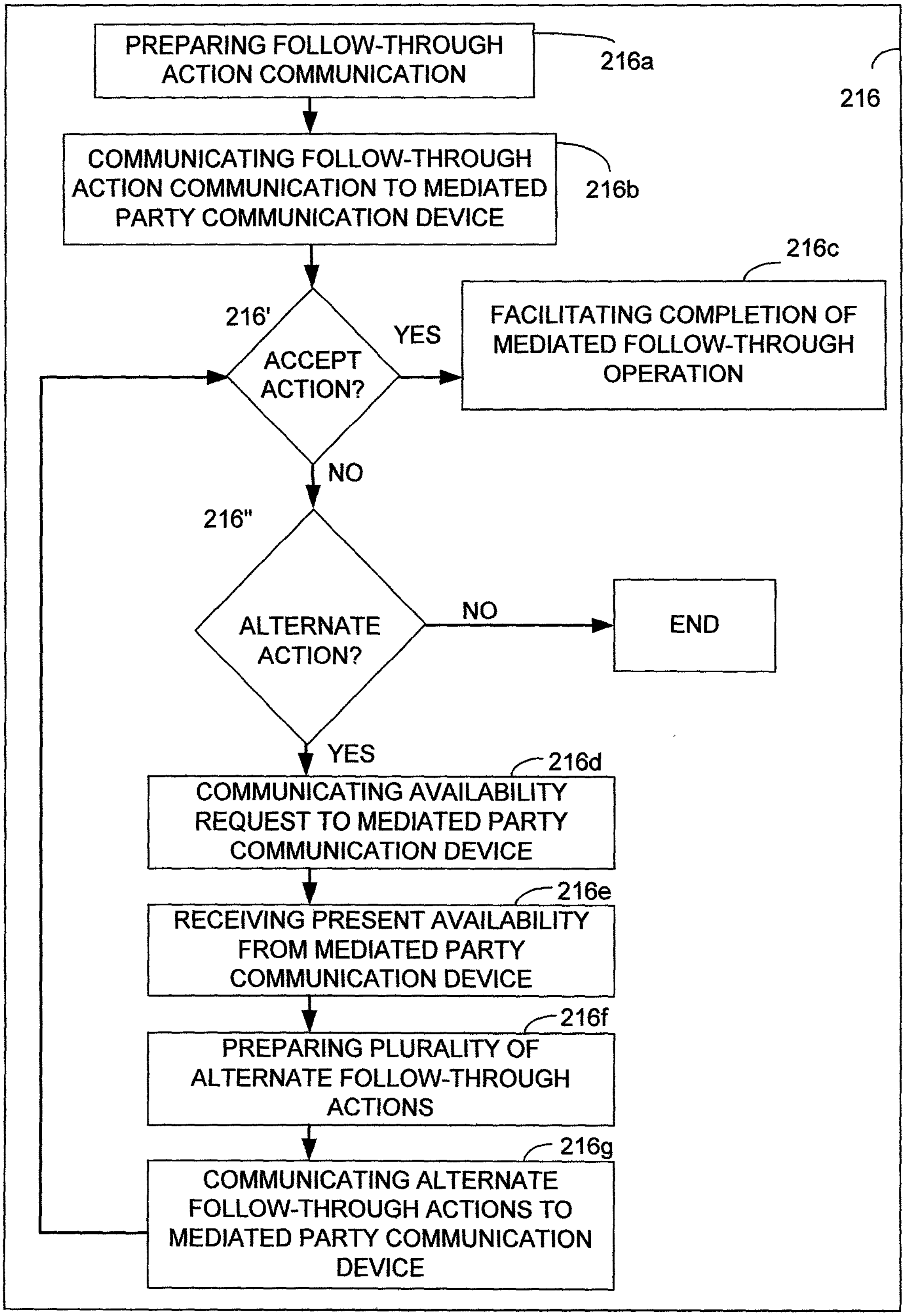

202
DETERMINING PRESENT AVAILABILITY
202a
ANALYZING PRESENT INFORMATION ASSOCIATED WITH INBOUND COMMUNICATION INFORMATION
202b
ANALYZING HISTORICAL INFORMATION ASSOCIATED WITH INBOUND COMMUNICATION
202c
ANALYZING MEDIATION SUBSCRIBER POLICIES
202d
ANALYZING FOLLOW-THROUGH ACTIONS ASSOCIATED WITH HISTORICAL INCOMING COMMUNICATION INFORMATION
202e
ANALYZING AVAILABILITY HISTORY
202f

FIGURE 9

FIGURE 10


PREPARING FOLLOW-THROUGH ACTION COMMUNICATION
216a
216
COMMUNICATING FOLLOW-THROUGH ACTION COMMUNICATION TO MEDIATED PARTY COMMUNICATION DEVICE
216b
216c
216'
ACCEPT ACTION?
YES
FACILITATING COMPLETION OF MEDIATED FOLLOW-THROUGH OPERATION
NO
216"
ALTERNATE ACTION?
NO
END
YES
216d
COMMUNICATING AVAILABILITY REQUEST TO MEDIATED PARTY COMMUNICATION DEVICE
216e
RECEIVING PRESENT AVAILABILITY FROM MEDIATED PARTY COMMUNICATION DEVICE
216f
PREPARING PLURALITY OF ALTERNATE FOLLOW-THROUGH ACTIONS
216g
COMMUNICATING ALTERNATE FOLLOW-THROUGH ACTIONS TO MEDIATED PARTY COMMUNICATION DEVICE

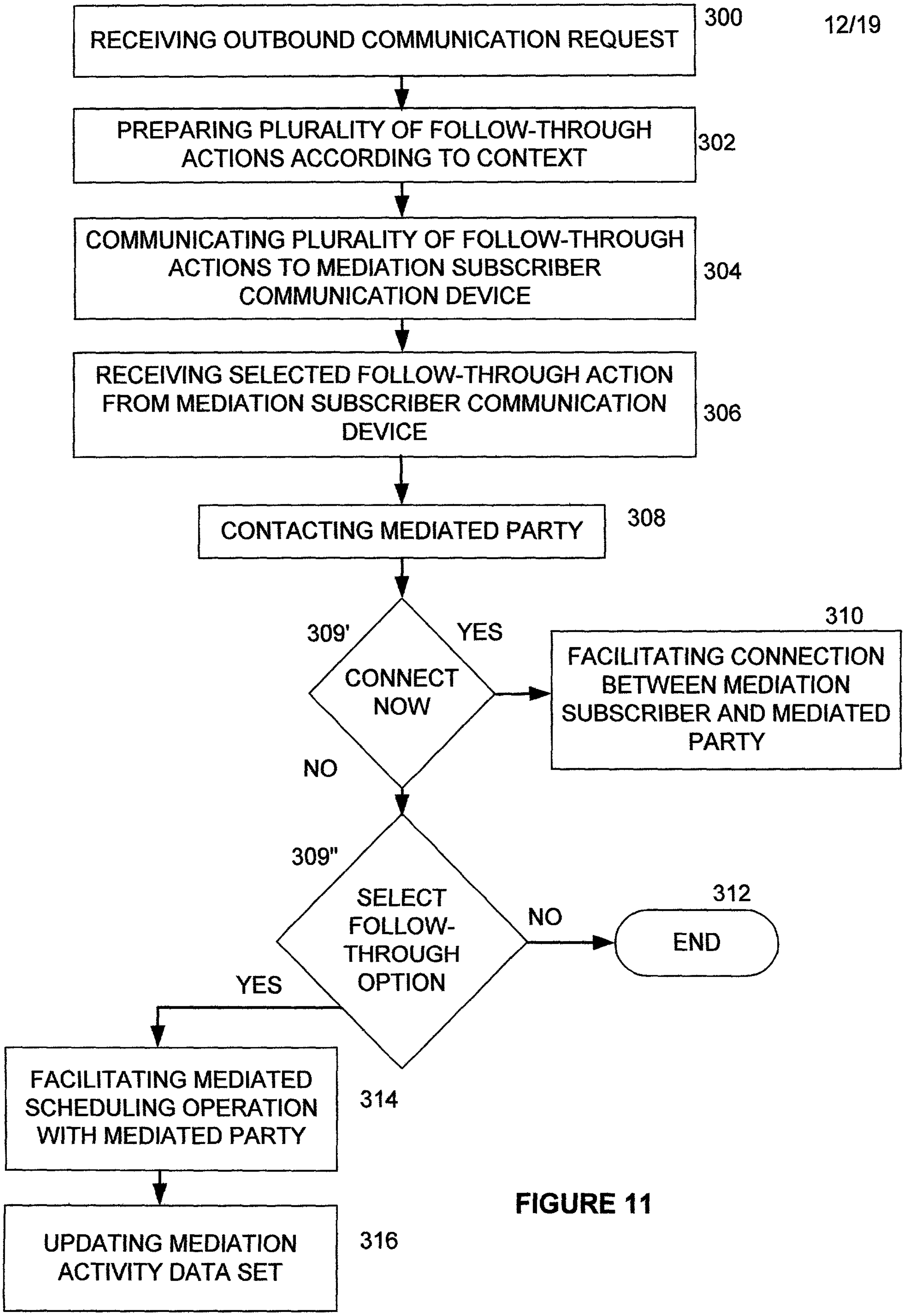

RECEIVING OUTBOUND COMMUNICATION REQUEST
300
PREPARING PLURALITY OF FOLLOW-THROUGH ACTIONS ACCORDING TO CONTEXT
302
COMMUNICATING PLURALITY OF FOLLOW-THROUGH ACTIONS TO MEDIATION SUBSCRIBER COMMUNICATION DEVICE
304
RECEIVING SELECTED FOLLOW-THROUGH ACTION FROM MEDIATION SUBSCRIBER COMMUNICATION DEVICE
306
CONTACTING MEDIATED PARTY
308
309'
CONNECT NOW
YES
NO
310
FACILITATING CONNECTION BETWEEN MEDIATION SUBSCRIBER AND MEDIATED PARTY
309"
SELECT FOLLOW-THROUGH OPTION
NO
312
END
YES
FACILITATING MEDIATED SCHEDULING OPERATION WITH MEDIATED PARTY
314
UPDATING MEDIATION ACTIVITY DATA SET
316

FIGURE 11

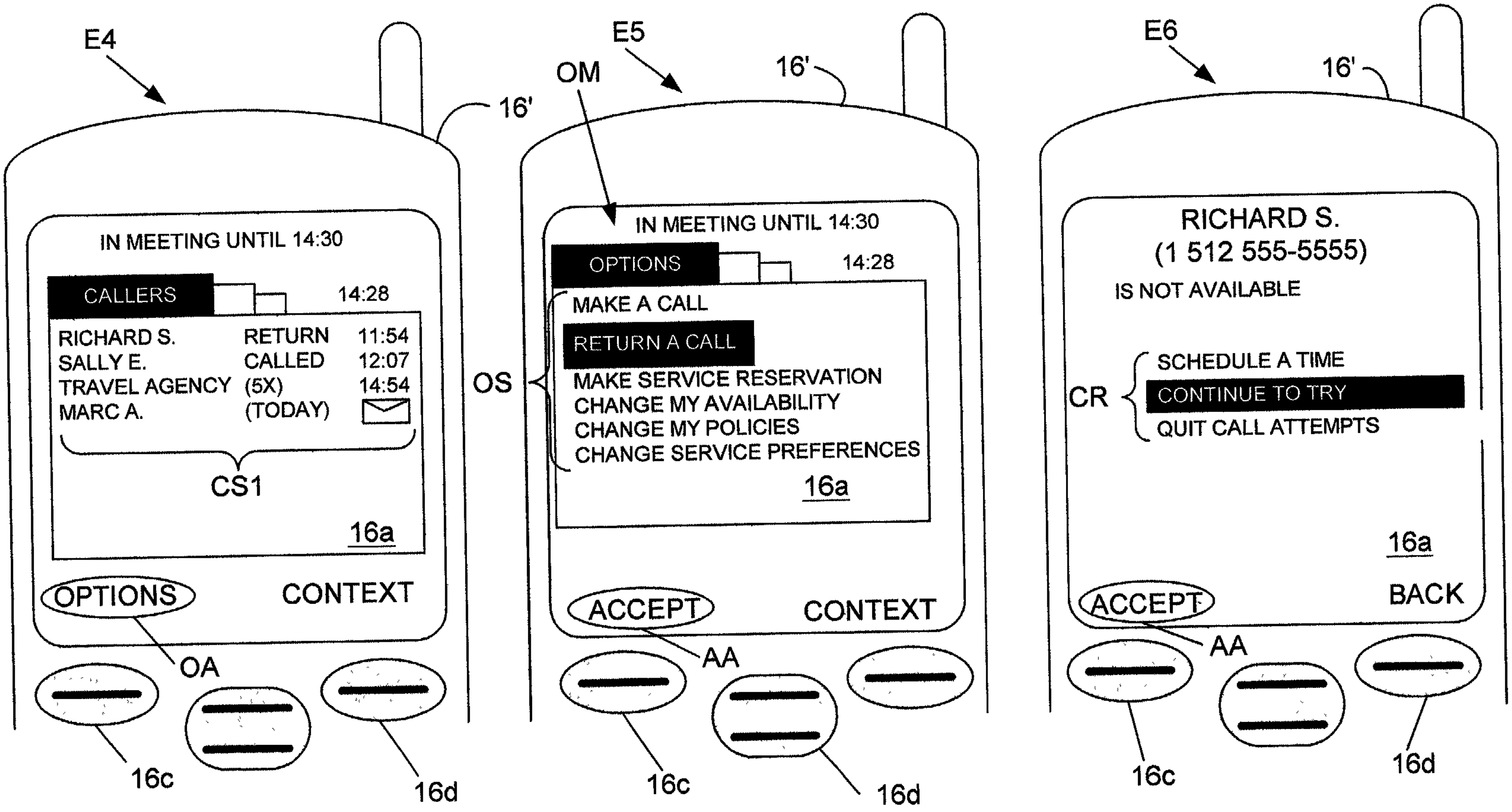

E4
16'
IN MEETING UNTIL 14:30
CALLERS
14:28
RICHARD S.
SALLY E.
TRAVEL AGENCY
MARC A.
RETURN
CALLED
(5X)
(TODAY)
11:54
12:07
14:54
CS1
16a
OPTIONS
CONTEXT
OA
16c
16d
E5
OM
16'
IN MEETING UNTIL 14:30
OPTIONS
14:28
OS
MAKE A CALL
RETURN A CALL
MAKE SERVICE RESERVATION
CHANGE MY AVAILABILITY
CHANGE MY POLICIES
CHANGE SERVICE PREFERENCES
16a
ACCEPT
CONTEXT
AA
16c
16d
E6
16'
RICHARD S.
(1 512 555-5555)
IS NOT AVAILABLE
CR
SCHEDULE A TIME
CONTINUE TO TRY
QUIT CALL ATTEMPTS
16a
ACCEPT
BACK
AA
16c
16d

FIGURE 12

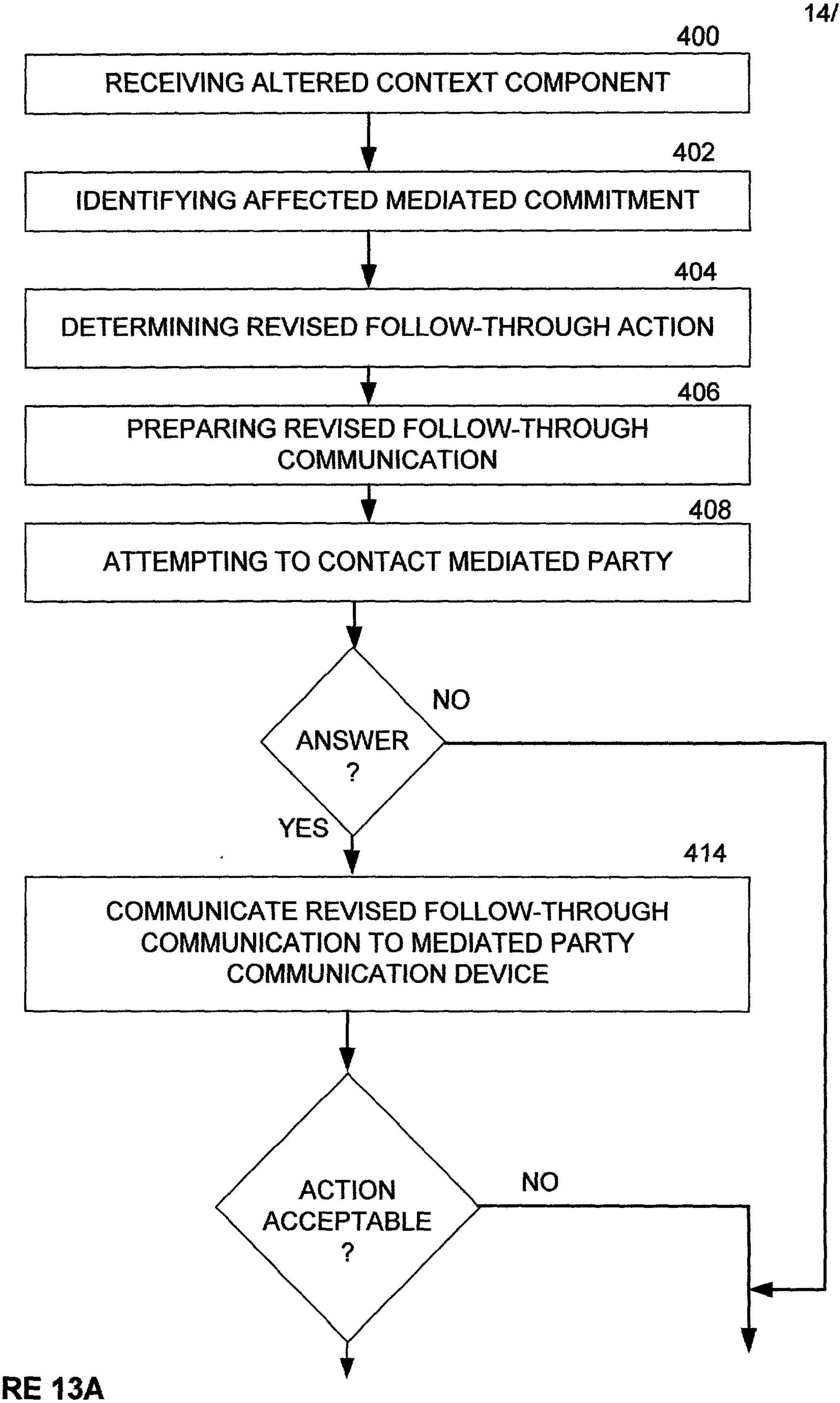

400
RECEIVING ALTERED CONTEXT COMPONENT
402
IDENTIFYING AFFECTED MEDIATED COMMITMENT
404
DETERMINING REVISED FOLLOW-THROUGH ACTION
406
PREPARING REVISED FOLLOW-THROUGH COMMUNICATION
408
ATTEMPTING TO CONTACT MEDIATED PARTY
ANSWER ?
NO
YES
414
COMMUNICATE REVISED FOLLOW-THROUGH COMMUNICATION TO MEDIATED PARTY COMMUNICATION DEVICE
ACTION ACCEPTABLE ?
NO

FIGURE 13A

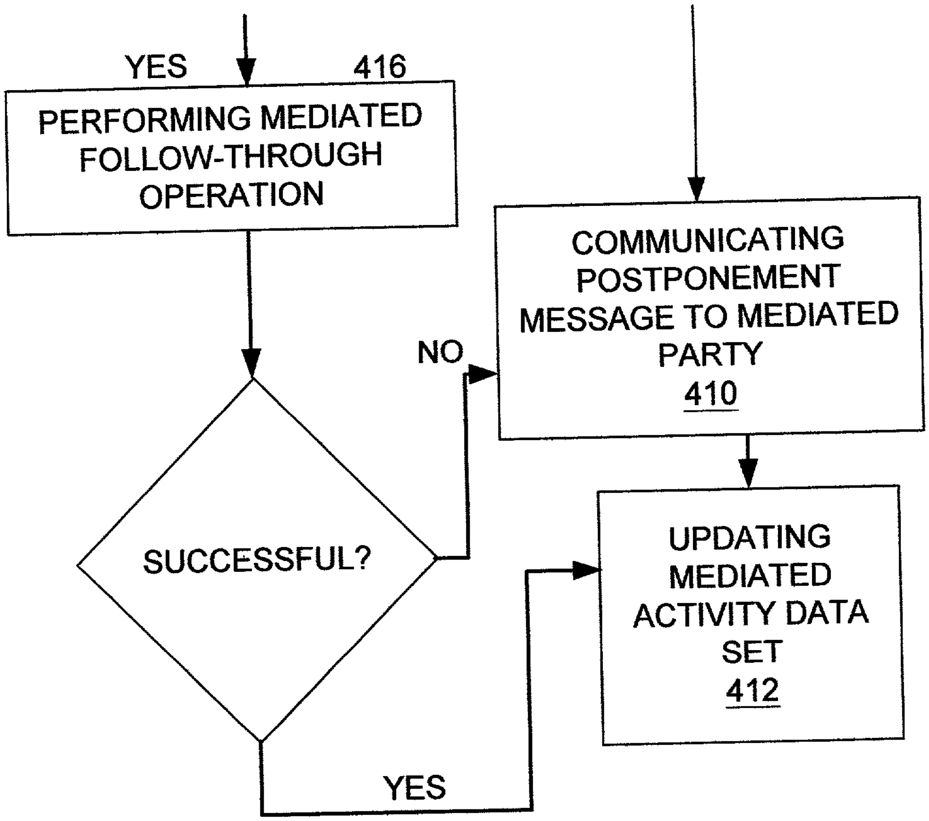

YES
416
PERFORMING MEDIATED FOLLOW-THROUGH OPERATION
SUCCESSFUL?
NO
YES
COMMUNICATING POSTPONEMENT MESSAGE TO MEDIATED PARTY
410
UPDATING MEDIATED ACTIVITY DATA SET
412

FIGURE 13B

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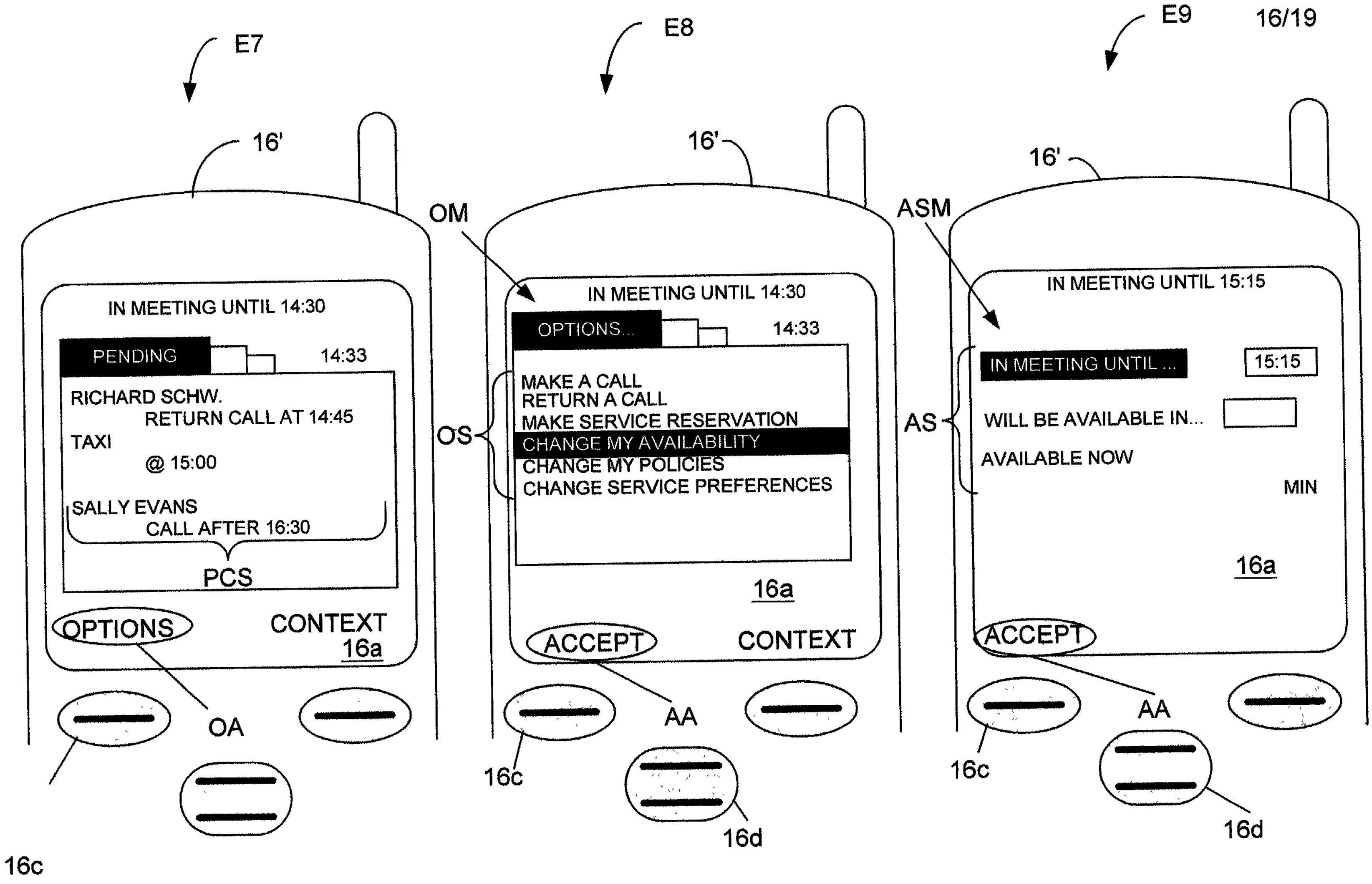
E7
16'
IN MEETING UNTIL 14:30
PENDING
14:33
RICHARD SCHW.
RETURN CALL AT 14:45
TAXI
@ 15:00
SALLY EVANS
CALL AFTER 16:30
PCS
OPTIONS
CONTEXT
16a
OA
16c
E8
16'
OM
IN MEETING UNTIL 14:30
OPTIONS...
14:33
OS
MAKE A CALL
RETURN A CALL
MAKE SERVICE RESERVATION
CHANGE MY AVAILABILITY
CHANGE MY POLICIES
CHANGE SERVICE PREFERENCES
16a
ACCEPT
CONTEXT
AA
16c
16d
E9
16'
ASM
IN MEETING UNTIL 15:15
AS
IN MEETING UNTIL ...
15:15
WILL BE AVAILABLE IN...
AVAILABLE NOW
MIN
16a
ACCEPT
AA
16c
16d

FIGURE 14

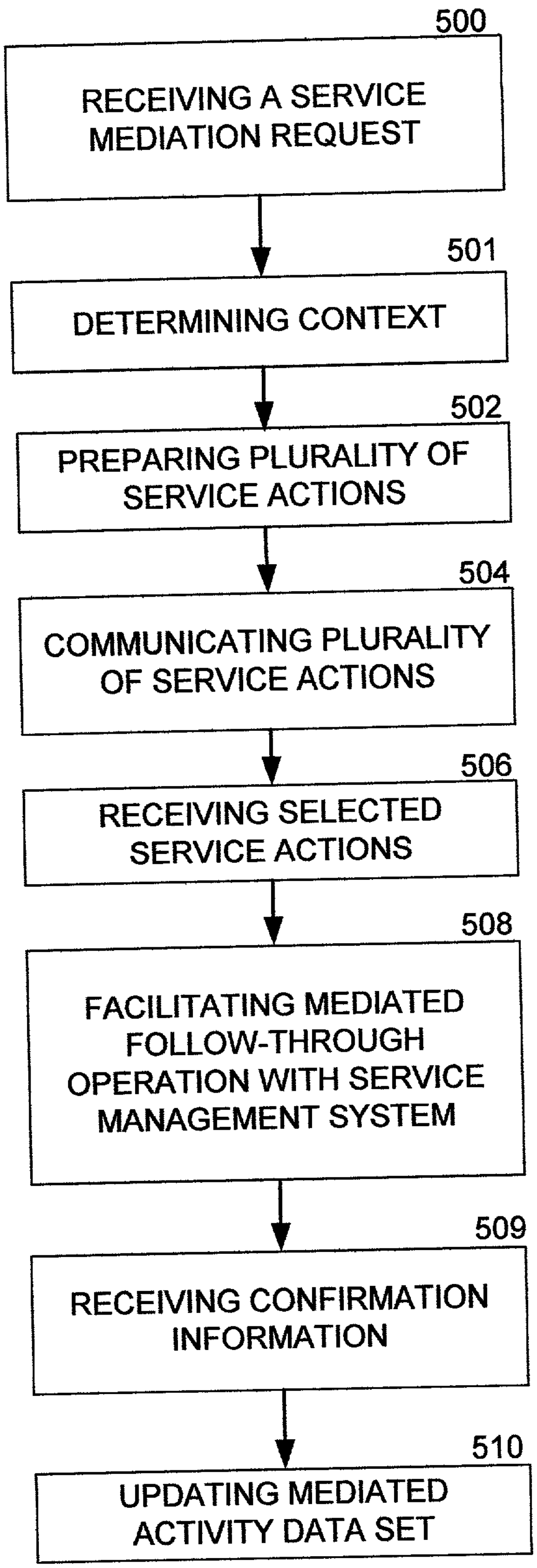
500
RECEIVING A SERVICE MEDIATION REQUEST
501
DETERMINING CONTEXT
502
PREPARING PLURALITY OF SERVICE ACTIONS
504
COMMUNICATING PLURALITY OF SERVICE ACTIONS
506
RECEIVING SELECTED SERVICE ACTIONS
508
FACILITATING MEDIATED FOLLOW-THROUGH OPERATION WITH SERVICE MANAGEMENT SYSTEM
509
RECEIVING CONFIRMATION INFORMATION
510
UPDATING MEDIATED ACTIVITY DATA SET

FIGURE 15

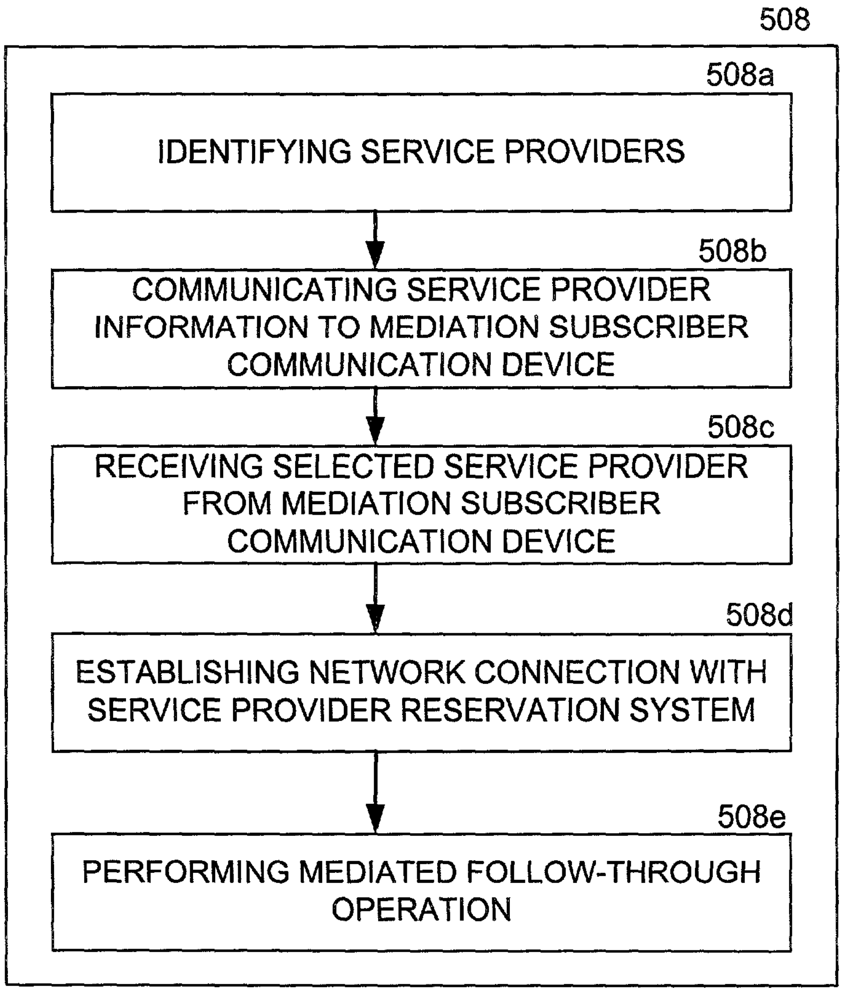
508
508a
IDENTIFYING SERVICE PROVIDERS
508b
COMMUNICATING SERVICE PROVIDER INFORMATION TO MEDIATION SUBSCRIBER COMMUNICATION DEVICE
508c
RECEIVING SELECTED SERVICE PROVIDER FROM MEDIATION SUBSCRIBER COMMUNICATION DEVICE
508d
ESTABLISHING NETWORK CONNECTION WITH SERVICE PROVIDER RESERVATION SYSTEM
508e
PERFORMING MEDIATED FOLLOW-THROUGH OPERATION

FIGURE 16

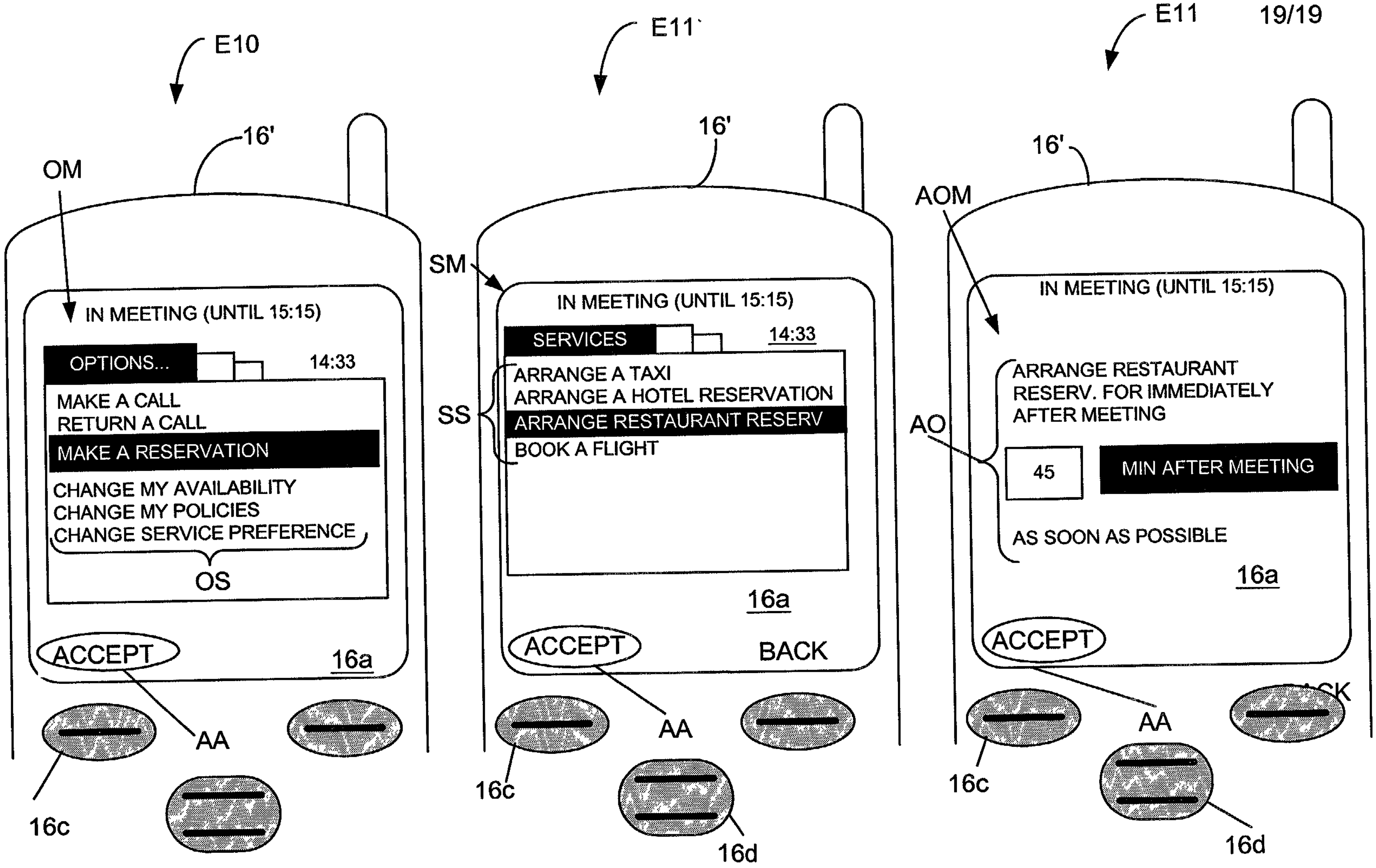
E10
16'
OM
IN MEETING (UNTIL 15:15)
OPTIONS...
14:33
MAKE A CALL
RETURN A CALL
MAKE A RESERVATION
CHANGE MY AVAILABILITY
CHANGE MY POLICIES
CHANGE SERVICE PREFERENCE
OS
ACCEPT
16a
AA
16c
E11`
16'
SM
IN MEETING (UNTIL 15:15)
SERVICES
14:33
SS
ARRANGE A TAXI
ARRANGE A HOTEL RESERVATION
ARRANGE RESTAURANT RESERV
BOOK A FLIGHT
16a
ACCEPT
BACK
AA
16c
16d
E11
16'
AOM
IN MEETING (UNTIL 15:15)
AO
ARRANGE RESTAURANT RESERV. FOR IMMEDIATELY AFTER MEETING
45
MIN AFTER MEETING
AS SOON AS POSSIBLE
16a
ACCEPT
AA
16c
16d

FIGURE 17